

- APPENDIX A -

COUNTY ROAD ADMINISTRATION CLIENTELE SATISFACTION SURVEY RESULTS

April 2002

Clientele Attitudes toward the County Road Administration Board

Introduction

This report represents a client assessment of the performance of the County Road Administration Board (CRAB).

Public work directors/county engineers: Response rate 91%

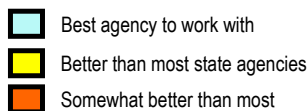
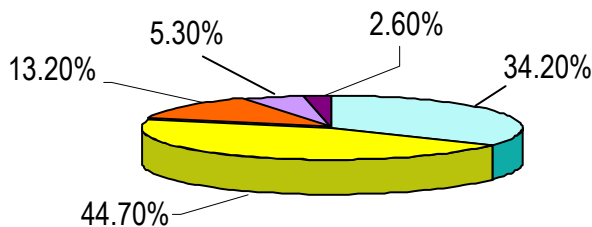
Policy makers: Response rate 70%

Overall response rate Response rate 76%

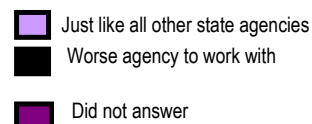
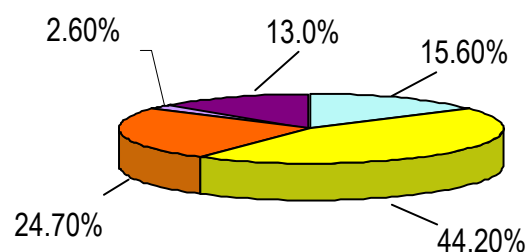
The overwhelming impression gathered from the CRAB 2001 survey is that CRAB is held in high esteem by its clientele, both public work directors/county engineers, and policy makers (county commissioners and county executives). Several questions throughout the survey evaluate the value and importance of the services provided by the agency, as well as the quality of the services provided by the CRAB employees.

Question: *How would you describe CRAB as a state agency?*

Public Works Director/County Engineers



Policy Makers

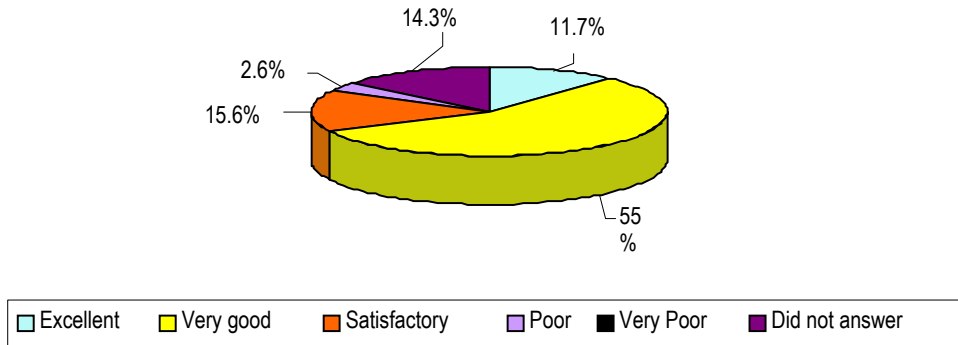


"CRAB understands that County Road Departments are their (its) only customers and provides timely response to inquiries and facilitates resolution to a variety of issues that face Road Departments. In short, they work for us and they know it!"

"CRAB is consistently the best agency to work with."

Policy Makers were asked to rate the “overall quality of CRAB services, including engineering support, information services and representation to ensure that the counties’ voice is heard when issues affecting counties and county road departments are being discussed.”

Quality of CRAB Services



“Extremely helpful, respond to questions quickly, great group to work with, they work with you, not against you like most state agencies, readily available to help work through issues, for a regulatory agency they have great customer service.”

“In all areas CRAB is a supportive regulatory agency. It is unique in the balance they put into both roles.”

This survey can be viewed as an important step in developing the capacity to use clientele feedback in a systematic way to improve the performance of the CRAB state agency. The overwhelmingly positive assessment of CRAB and its employees should provide a sense of pride in jobs well done.